

The Aftermath

Tropical storm Allison *June 2001*



NASA JSC 2001e18553 photo by Rob Markowitz
Bob Gaffney

Fear is healthy, preparation is essential and neither may be enough.

- Fort Lauderdale Sun-Sentinel after Hurricane Andrew

Right on cue! Emergency planners and weather forecasters couldn't have asked for a better opportunity to promote hurricane awareness than to have a tropical storm develop right off the upper Texas coast during the first week of hurricane season.

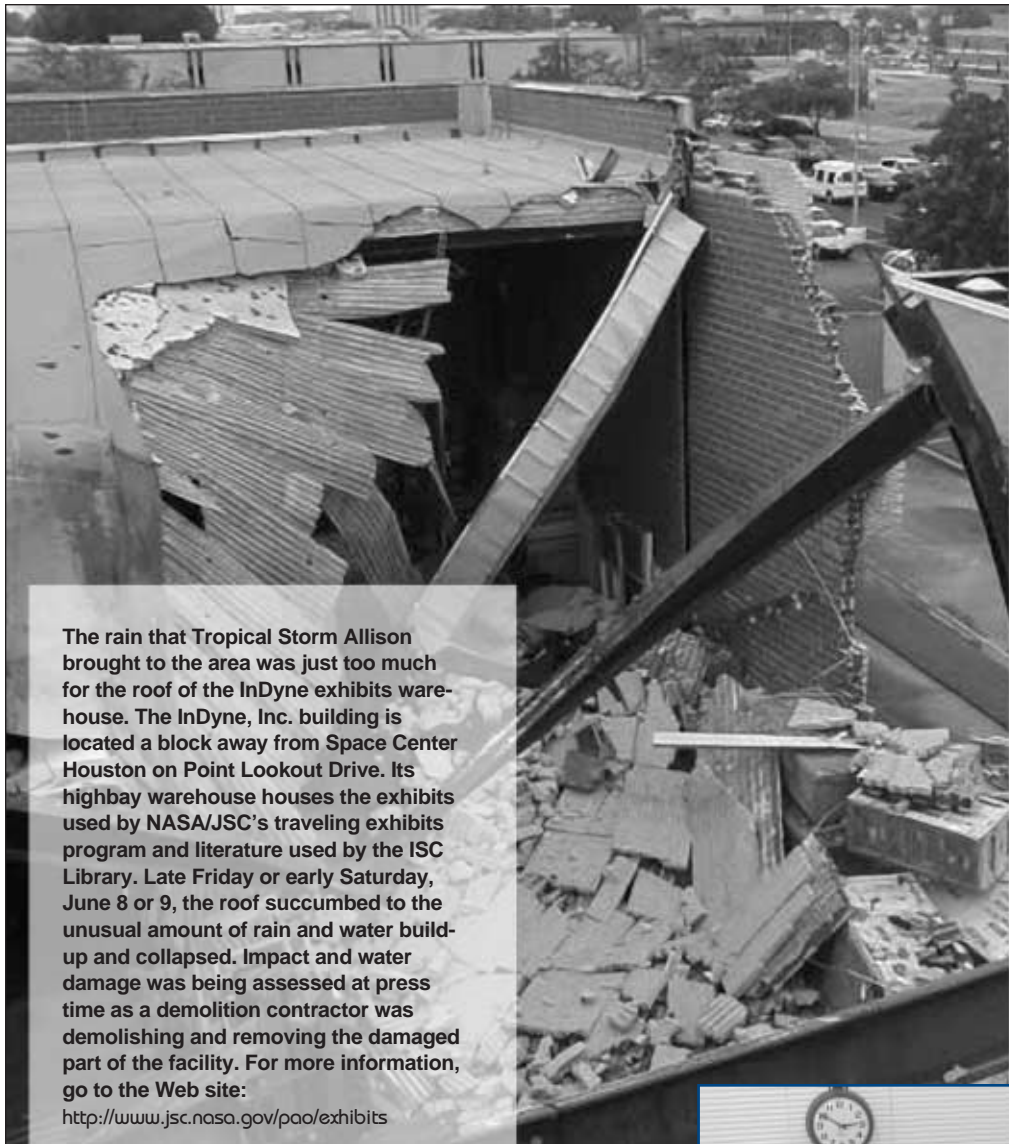
The last time a tropical disturbance hit JSC this early in the season was in 1989. Coincidentally, that storm was also named Allison. She formed during the first week of the season and, after passing over Houston/Galveston from south to north, she looped back and passed over Houston again from northeast to southwest. Sound familiar? It can happen here and it will again...and again...and again. The warning is clear: Now is the time to make preparations for your survival.

Hurricane season for the Atlantic forecast region, which includes the Caribbean and Gulf of Mexico, started on June 1 and extends through Nov. 30. Although the prime period for storm development tends to be from the end of July through the end of September, storms have been known to form earlier.

JSC has once again reviewed and updated plans for preparing for and responding to hurricanes. During hurricane season, all organizations across the center should review their state of readiness.

This edition of the Space Center Roundup features information about preparing for severe weather and specifically hurricanes. It includes information on lifesaving actions that you can take. With this information, you can recognize severe weather and develop a plan to protect yourself and your loved ones when threatening weather approaches. Remember—your safety is up to you!

**-Bob Gaffney,
Emergency Preparedness
Manager**



The rain that Tropical Storm Allison brought to the area was just too much for the roof of the InDyne exhibits warehouse. The InDyne, Inc. building is located a block away from Space Center Houston on Point Lookout Drive. Its highbay warehouse houses the exhibits used by NASA/JSC's traveling exhibits program and literature used by the ISC Library. Late Friday or early Saturday, June 8 or 9, the roof succumbed to the unusual amount of rain and water build-up and collapsed. Impact and water damage was being assessed at press time as a demolition contractor was demolishing and removing the damaged part of the facility. For more information, go to the Web site:
<http://www.jsc.nasa.gov/pao/exhibits>

- From June 7-15, Allison left enough rain to supply the water needs of the entire U. S. population for one year, according to the NOAA Web site.
- Allison was far-reaching, dumping water and destruction from Houston to the New England states.
- As of June 19, Allison's total death toll was 47, including 22 people locally.
- Thirty Texas counties were designated as disaster areas in the wake of Tropical Storm Allison.
- Recent estimates indicate that Allison has caused more than \$2 billion dollars in damages, making it the most expensive tropical storm in U.S. history.
- The highest storm total reported from Texas was 36.99 inches at the Port of Houston.

JSC Cooperative Education Students held a flood relief drive for local flood victims. Donations were given to the local Red Cross.

Cooperative Education Students Wendy Stone, Chris Ranieri, Maile Ceridon and Pooja Agrawal put boxes together as part of their effort to help flood victims.

NASA JSC 2001-18745 photo by James Blair



Human Resources works to improve its services to JSC

By Jeannie Aquino

Finding new ways to improve customer service is one of JSC Human Resources' (HR) principle goals. With the customer in mind, the organization put together its Human Resources Customer Service Desk, which officially opened when it moved to its new Building 12 location last year.

The Customer Service Desk, which is supported by the HR Administrative Team, is a "one-stop shopping" location for employees to inquire about benefits, training and other human resources issues.

"We're constantly searching for ways to improve service to JSC's employees and retirees," said Greg Hayes, Director of Human Resources. "The knowledge about Human Resources that this team brings together in one place can only improve the way we do business with our customers."

To show their support for this new and innovative facility, the Human Resources Leadership Team, including Hayes, recently took turns working the Customer Service Desk. Their support made it possible for the members of the Administrative Team to participate in a

retreat designed to plan for future improvements in their area. This experience gave the leadership team first-hand knowledge about the desk's many challenges, and also reinforced their belief that the desk is critical to the success of the overall HR organization.

Becoming the quality organization that HR leadership envisions also means an increased use of Internet services through the Human Resources People Web site (<http://jscpeople.jsc.nasa.gov/>).

Services now available on the Internet include online benefits statements, Thrift Savings Plan participation, health insurance information, NET University and the online submission of job applications.

"We are working to move our more routine tasks to the Internet, so that our people can work on more substantive issues with JSC employees, such as survey activities, stress management, change efforts, strategic management and education outreach," Hayes said. "We want to remain a people organization, that's important to us. And, we want to find new and better ways to add value in helping the Center achieve its goals."

As Human Resources—and specifically the Human Resources Customer Service

Desk - grows and adjusts services to meet the needs of JSC employees and other customers it welcomes input on its current services. Over the next few weeks a survey will be available online asking for feedback about the HR Customer



Greg Hayes, Director of Human Resources, recently worked the Customer Service Desk.

Service Desk and its staff. The information that is gathered will be essential to the organization in its ongoing goal to offer the most efficient and complete services possible.

You are encouraged to complete the survey. Please visit the Human Resources "People Online" Web site or go directly to http://hro.jsc.nasa.gov/surveys/hr_at/hrdesk.htm. ■